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PATENT Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:) Group Art: 2661
Carl Schoeneberger et al.	Examiner:
Serial No.: 10/632,615	† TRANSMITTAL LETTER
Filed: July 31, 2003)) 162 N. Wolfe Road) Sunnyvale, CA 94086
For: CONTACT CENTER ARCHITECTURE) (408) 530-9700)
) Customer Number 28960

Mail Stop Amendment Commissioner of Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including a copy of the reference contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. <u>08-1275</u>. An originally executed duplicate of this transmittal is enclosed for this purpose.

Respectfully submitted, HAVERSTOCK & OWENS LLP

Dated: 5-18-06

Thomas B. Haverstock Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR§ 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP

Date:



Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Group Art Unit: 2661		
Carl Schoeneberger et al.	Examiner:		
Serial No.: 10/632,615) CERTIFICATION FOR SUPPLEMENTAL INFORMATION		
Filed: July 31, 2003	DISCLOSURE STATEMENT UNDER 37 CFR § 1.97(e)		
For: CONTACT CENTER ARCHITECTURE	162 North Wolfe Road Sunnyvale, CA 94086 (408) 530-9700		
M. 11 Grand	Customer No. 28960		

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I, the person signing below, hereby certify that the printed publication contained in the enclosed supplemental information disclosure statement were cited within a Official Action mailed on March 23, 2006. Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)

<u>PATENT</u> Attorney Docket No.: NUASI-00101

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted, HAVERSTOCK & OWENS LLP

Dated: 5-18-06

Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (3 / CFR§ 1.8(a))

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Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER**

ARCHITECTURE

Group Art Unit: 2661

Examiner:

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

162 N. Wolfe Road Sunnyvale, CA 94086 (408) 530-9700

Customer No. 28960

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

The citation listed below, copy attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make this citation of official record in this application.

Applicants have become aware of the following printed publication which may be material to the examination of this application.

• U.S. Patent No. 6,704,409 B1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,

HAVERSTOCK & OWENS LLP

By:∑

Thomas B. Haverstock

Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF BURLEY OF CHICA 1.8(8),

I hereby certify that this paper (along with any referred to being attached or enclosed) is being deposited with the U.s Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

RSTOCK & OWENS LAP

Dated: 5-18-06

- 1 -

Sheet 1 of 1 FORM PTO-1449.: (Modified) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00101 Serial No.: 10/632,615 DISCLOSUSE STATEMENT BY APPLICANT (Use Sever sheets If Necessary) Applicants: Carl Schoeneberger et al. Filing Date: July 31, 2003 Group Art Unit: 2661 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Examiner Initials Serial / Patent Number Issue Date Applicant / Patentee Class Subclass Filing Date 265.02 6,704,409 B1 03/09/04 Dilip et al. 379 12/31/97 AA ΑB AC AD ΑE ΑF AG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Publication Date Class Subclass Document Number Country / Patent Office Yes No ΑK ΑL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AP ΑQ AR AS ΑT ΑU ΑV

Date Considered:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

AW AX AY AZ

Examiner:

EXAMINER: